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Contract

Managed Service Provider and Associated Services Procurement

Glen Oaks Housing Association

F03: Contract award notice

Notice identifier: 2024/S 000-036357

Procurement identifier (OCID): ocids-h6vhtk-04b4ee

Published 11 November 2024, 9:44am

Section I: Contracting authority

I.1) Name and addresses

Glen Oaks Housing Association

3 Kilmuir Drive, Arden

Glasgow

G46 8BW

Contact

Charles Brooks

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Telephone

+44 1416380999

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+44 1416385999

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.glenoaks.org.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13863

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Managed Service Provider and Associated Services Procurement

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Glen Oaks are looking for a Managed Services Provider (MSP) to fully manage their IT, comms, cyber and telephony. Most software is hosted on site; however, the plan is to migrate most systems to the cloud within the next 18 to 24 months. Users will be requested to contact the new supplier directly managing all calls with guidance provided by the in-house team. This is a four year contract.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The procurement phase of the project is scheduled to be completed by end January 2025. We would like contracts signed by early February 2025 with migration and implementation completed by end May 2025.

II.2.5) Award criteria

Quality criterion - Name: as per procurement documents / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-036203](#)

Section V. Award of contract

Contract No

N/a

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

Glen Oaks will be holding a supplier day enabling an opportunity for suppliers to understand the tender in more detail and to ask questions. Attendance of the supplier day is not compulsory and will have no impact with any tender response.

The supplier day will take place via Microsoft Teams at 10.30 27 November 2024.

Suppliers who wish to attend are asked to request an invite through a message on PCS.

(SC Ref:782919)

VI.4) Procedures for review

VI.4.1) Review body

Glen Oaks Housing Association Limited

Glasgow

Country

United Kingdom